

PARK PLAZA URBAN RENEWAL PROJECT
BOSTON REDEVELOPMENT AUTHORITY

FINAL PROJECT REPORT
SUPPORTING DOCUMENTATION

2056
12/16

RELOCATION

BUSINESS RELOCATION PROGRAM

BUSINESS RELOCATION REPORT

Exhibit A - Letter to Business Owners in Properties
to be Acquired under the Urban Renewal
Plan, Distributed Prior to Local
Consideration

Exhibit B - Letter to Business Owners in Properties
to be Acquired under the Urban Renewal
Plan, to be Distributed at the Time of
State Approval

FAMILY RELOCATION PROGRAM

FAMILY RELOCATION REPORT

BUSINESS RELOCATION PROGRAM

A. Administrative Organization

1. Name of Agency which will administer relocation operations:

BOSTON REDEVELOPMENT AUTHORITY

2. Description of organization of relocation staff:

- a. A Business Relocation Staff has been functioning specifically to carry out relocation in all Urban Renewal Projects. Consisting of Business Relocation Specialists and necessary clerical and record-keeping support, this staff will enable the Authority to carry out adequately, the relocation of all displaced businesses in the project area.
- b. In addition, the Authority, through its Central Relocation Office, coordinates relocation on a community-wide basis and assists the various project staffs.

B. Relations with Site Occupants

Location and Business Hours of the Business Relocation Office:

A Business Relocation Service Office will be established in the Park Plaza Project Area. The office hours will be from 9:00 A. M. to 5:00 P. M., Monday through Friday. Evening appointments will be arranged upon request.

C. Eviction Policy of the Boston Redevelopment Authority

By its program for an effective business relocation service, the Authority does not anticipate the necessity for eviction. Only as a last resort, will the Authority undertake eviction proceedings and only against businesses who:

1. Refuse and fail to pay Use and Occupancy Charges to the Authority.
2. Make use of the premises for illegal purposes or create and maintain a nuisance.
3. Refuse over a reasonable period of time and after a reasonable number of attempts to admit a Business Relocation Representative.

4. Refuse over a reasonable period of time and after a reasonable number of attempts to cooperate with Business Relocation efforts and to consider suitable relocation space opportunities.
5. Are in a situation requiring eviction under State or Local Law.

D. Relocation Payments

- 1
 - a. Unless otherwise required by State laws or regulations, or previous votes of the Council, the procedures and timetables for Business Relocation required by the Federal government shall govern.
 - b. The Authority will make payments for such items as moving expenses and loss of property in accordance with the highest Federal payments available to businesses being relocated in urban renewal projects which are in effect at the time of relocation, but in no case will such payments be less than the Federal relocation payments to businesses in effect on the date the plan is approved by the City Council. These benefits will insure that uniform, fair and equitable treatment is afforded to businesses being displaced as a result of the Park Plaza Project.
 - c. In the event the total costs of relocation, as required by existing Federal regulations, exceed those costs which would have prevailed at the time the Authority originally invited bid proposals, the additional costs shall be borne equally by Urban and the City.
 - d. Within 60 days of displacement and submission of a claim the Authority will offer the claimant the amount it considers the claimant entitled to.
 - e. Where the Authority, in its own discretion, shall determine that there is a bona fide hardship in the case of any resident or business to be taken within the project area, the Authority, with the approval of the developer, shall arrange for the early acquisition of said resident's or business' property. The Authority shall, where necessary, require any developer to provide the funds necessary for such early acquisition in advance of such time as such funds would otherwise be required under the provisions of any land disposition agreement or other agreement with said developer.
2. In an Informational Statement distributed to all site occupants at a time no later than State approval of the Project Plan, the Authority will indicate the availability of payments, describe the types of payments, and state that detailed information will be available at the Business Relocation Site Office.

3. The following types of relocation payments will be made to eligible site occupants who are displaced:
 - a. To a business concern for its reasonable and necessary moving expenses and any actual direct loss of property except goodwill or profit (for which reimbursement or compensation is not otherwise made).
 - b. To a business concern which is not displaced but is required to remove its outdoor advertising display for moving expenses required in the removal of the display.
4. Time limit for filing claims:
 - a. A claim for moving expenses or actual direct loss of property shall be submitted within six months after displacement.
 - b. A claim for settlement costs shall be submitted within six months after the cost has been incurred.
 - c. A supplementary claim for storage costs paid after submission of an initial claim for moving expenses shall be submitted within six months after the property is moved from storage or six months after displacement, whichever is later, but in no case may a supplementary claim be submitted more than fifteen months after displacement.

E. Services to Business Concerns

1. Informational Program

a. An Informational Statement will be distributed to all site occupants no later than the time of State Approval of the Plan. The statement will:

- (1) Describe the Project and indicate its boundaries.
- (2) Describe the relocation services and aids to be available.
- (3) Indicate the availability of payments, types of payments and the general eligibility requirements for payment.
- (4) State the location and hours of the Business Relocation Service Site Office.

b. As soon as possible after approval of the Plan, but well in advance of property acquisition, contacts will be made with each site occupant. At that time, the Authority will:

- (1) Present a Business Relocation Guide which will explain in greater detail, the relocation services, aids and payments available. The Business Relocation Specialist will discuss the Guide's contents.
- (2) Inform the occupant of the reason for acquisition, of the approximate date that the property will be acquired, and of the target date for the business to be relocated.
- (3) Emphasize the Authority's policy that every reasonable attempt will be made to aid in a successful relocation.
- (4) Stress the existence of the Business Relocation Site Office and the Authority's desire that the occupant contact the office for assistance, information, or for verification of rumors or statements coming from other than Authority sources.

- (5) Explain the obligations of the occupant to pay Use and Occupancy Charges and his status as a tenant-at-will, when the property has been acquired.
 - (6) Inform the occupant of his legal rights as a representative of a business about to be displaced.
 - (7) Attempt to determine the occupant's relocation space needs and area preferences.
- c. The Authority will follow up the initial interview with periodic visits and telephone calls from the Business Relocation Specialist assigned to aid the site occupant. The Specialist will keep the occupant informed of all pertinent developments.
2. Interviews with site occupants to determine space needs and location preferences.
- a. A Business Interview form has been developed to enable the Business Relocation Specialist to assess and determine the space needs and location preferences of the site occupant.
 - b. The business information gathered in the initial interview and subsequent contacts, as necessary, will be handled in one of two ways:
 - (1) If the business is a routine relocation situation, a business that can easily be relocated by the site office staff, the material will be analyzed at the site office and space needs handled by the site office.
 - (2) If the business is a difficult relocation situation, the material will be given to the Central Business Relocation Office, where the firm's needs will be assessed and discussed with the site office specialists. Central Business Relocation has space resources and real estate contacts beyond the immediate Project Area.

- c. Business Relocation Specialists will follow up initial interviews and will offer space suggestions to the site occupants. By keeping a record of suggestions made and reactions to the suggestions, the Authority will be able to refine the needs and preferences of a business.
- 3. Provision for space availability listings and for cooperation with the real estate community.
 - a. The Authority gathers listings of available relocation space by:
 - (1) Working with members of the Greater Boston Real Estate Board and the Building Owners and Managers Association, a sub-division of the Board.
 - (2) Sight vacancy surveys by the Business Relocation Staff. Vacancies found will be followed up, so as to have accurate and detailed listings.
 - b. The Project Relocation Staff will call on the resources of the Central Business Relocation Office for available relocation spaces outside of the project.
 - c. The Authority will encourage real estate brokers to visit the Business Relocation Service Site Office so that they might familiarize themselves with the Project Plan and, particularly, with the Business Relocation Program. Interested Brokers will be added to a list which will be available for referral to site occupants.
 - d. The Developer has agreed to assist the Business Relocation Staff in obtaining relocation space listings.
 - e. When suggesting available relocation spaces to site occupants, the Business Relocation Specialist will give essential details and the real estate contact who has given the listing. The Authority will maintain a strict policy of non-interference in private enterprise by avoidance of subjective comment about either the site occupant or a space listing and by non-participation in any negotiations. However, if requested by both parties in space negotiations, the Authority will use its good will and/or will mediate.

- f. If a business to be displaced from a site to be redeveloped under the Plan expresses an interest in returning to the redevelopment upon its completion, the Authority will see that the business receives preference, provided that the type of business is compatible with the reuse purpose and is agreeable to the terms of occupancy.

F. Additional State or Local Relocation Requirements

1. Chapter 790 of the Acts of 1965 of the Commonwealth of Massachusetts created a Bureau of Relocation, now within the State Department of Community Affairs. The Bureau is empowered to determine whether a governmental agency is qualified to undertake relocation; the Authority will submit its relocation program to the Bureau.
2. Section 8B of Chapter 79 of the General Laws, as amended, provides that no person in possession of property which has been taken shall be required to vacate the site until four months after notice of taking has been given to him. The Authority will follow the requirement and will inform each site occupant of his rights to tenancy for four months after notice of acquisition.

BUSINESS RELOCATION REPORT

A. Estimate of Non-Residential Displacement

Approximately 392 businesses are located within the Project Area of which 207 are in Phase I, Parcels 1, 2 and 3.

The estimated 207 businesses to be displaced in Phase I occupy approximately 700,000 square feet. This breaks down as follows:

Ground Floor Retail	200,000 square feet
Upper Floor Space	500,000 square feet
	<u>700,000 square feet</u>

B. Relocation Space Resources

1. Ground-Floor Retail

A survey of the core area shows available ground floor retail space totaling 175,000 square feet.

In addition to existing space, it is estimated new development in the South Cove, Waterfront, Fenway and Downtown Areas will generate up to 1,000,000 square feet in the next few years.

Further it is expected that the Phase I area of the Park Plaza Project will produce 500,000 square feet of rental space.

2. Office Space

A recent real estate survey shows 1,102,864 square feet of vacant space in the Government Center, Financial, Midtown and Back Bay districts.

The Park Plaza Project is expected to add approximately 1,000,000 square feet of new office space.



EXHIBIT A

BOSTON REDEVELOPMENT AUTHORITY City Hall / Room 900, 1 City Hall Square / Boston, Massachusetts 02201 / Telephone (617) 722-4300

August 30, 1971

Dear Business Owner:

The City of Boston has under consideration an urban renewal project to be known as the Park Plaza Urban Renewal Project. The Urban Renewal Committee of the Boston City Council will hold a public hearing in the City Council Chambers at 10:00 A. M. on September 21, 1971. It is necessary that we interview those firms who will be required to move by the Park Plaza Project and I request your cooperation with the member of the Business Relocation Staff who is conducting the interview.

The Park Plaza Project is bounded in general by Boylston-Essex Streets, Stuart-Kneeland Streets between Arlington and Knapp Streets. The general objectives for the Park Plaza Project are to strengthen and improve this area as well as provide a development link between the Downtown, Retail and Office Centers and the Back Bay Commercial District.

Although your business is scheduled to be dislocated, the City of Boston recognizes its importance and will make every possible effort to aid in a successful relocation. The Business Relocation Service will work closely with you to help you find suitable relocation space, to minimize the difficulties of uprooting and reestablishing, to guide you in securing the available relocation benefits and services and to keep you informed of project progress and activity. The relocation payments to which you may be entitled include moving expenses and property loss, providing basic eligibility requirements are met. Further and more detailed information describing both payments and services will be distributed at a later date.

YOU ARE CAUTIONED NOT TO MOVE WITHOUT CONSULTING THIS OFFICE, AS NO RELOCATION PAYMENT CAN BE MADE UNTIL THE PROJECT HAS BEEN APPROVED AT BOTH THE LOCAL AND STATE LEVELS.

A Business Relocation Service Office will be established in the project area, once the project has received the necessary approvals. For the present, any immediate questions may be directed to Mr. Thomas P. Daly, at this office.

Very truly yours,

John H. O'Neill, Jr.
Chief
Business Relocation

JHO:hek



Dear Business Owner:

The City of Boston and the Commonwealth of Massachusetts have approved an urban renewal project designated as the Park Plaza Project. This project includes acquisition of the property in which your business is located.

The Business Relocation Service will work closely with you to help you find suitable relocation space, to minimize the difficulties of uprooting and reestablishing, to guide you in securing the available relocation benefits and services, and to keep you informed of project progress and activity.

In the near future, a business relocation specialist will call on you to explain the program and to answer your questions. At that time, he will give you a copy of our Business Relocation Guide which explains the services and relocation payments available and which spells out proper procedures to follow to insure reimbursement.

A Business Relocation Office has been established at _____, telephone _____ and a qualified and experienced Business Relocation Staff is available to you, Monday through Friday, 9:00 A. M. to 5:00 P. M. Evening appointments will be arranged, at your request.

YOU ARE CAUTIONED NOT TO MOVE WITHOUT CONSULTING THIS OFFICE, AS NO RELOCATION PAYMENT CAN BE MADE WITHOUT THE APPROVAL OF THE BUSINESS RELOCATION SERVICE.

Your telephone inquiries or personal visits are encouraged, if we can be of help at this time.

Very truly yours,

John H. O'Neill, Jr.
Chief
Business Relocation

JHO:hek

FAMILY RELOCATION PROGRAM

I. ADMINISTRATIVE ORGANIZATION

Relocation services for families and individuals will be provided by the Boston Redevelopment Authority, Department of Family Relocation. Experienced relocation staff consisting of a Relocation Specialist, Rehousing Specialist, and necessary records coordination and clerical support will enable the Authority to carry out adequately the relocation of the households displaced within the project area.

A Family Relocation Site Office will be established in the Park Plaza Project Area. Office hours will be from 9:00 A.M. to 5:00 P.M., Monday through Friday. Evening appointments will be arranged upon request.

II. RELOCATION STANDARDS

Unless otherwise required by State laws or regulations, or previous votes of the Council, the procedures and timetables for family relocation required by the federal government shall govern.

The relocation assistance program must assure the availability of housing which is:

- a) Decent, safe, sanitary, and comparable to the pre-relocation dwelling.
- b) Within the family or individual's ability to pay (not exceeding 25% of a family's adjusted income).
- c) Accessible to the primary wage earner's place of employment or other needed facility, and which is free from adverse environmental conditions.
- d) Available to all regardless of race, color, religion, sex, or national origin, and available without discrimination based on source of income.

III. RELOCATION PAYMENTS

- a) The Authority will make payments in accordance with the highest federal payments available to residents being relocated in urban renewal projects which are in effect at the time of relocation, but in no case will such payments be less than the federal relocation payments to residents in effect on the date the plan is approved by the City Council.
- b) In the event the total costs of relocation, as required by existing federal regulations, exceed those costs which would have prevailed at the time the Authority originally invited bid proposals, the additional costs shall be borne equally by Urban and the City.

- c) The following types of Relocation Payments will be made to eligible displaced site occupants:
1. Actual reimbursement for moving, packing, storage, and property loss, or, at the option of the household, a fixed moving payment and dislocation allowance not exceeding \$500.
 2. Rental Assistance Payment to assist in offsetting rental increases resulting from relocation, or towards the downpayment of a new home.
 3. Replacement Housing Payment to assist displaced owner-occupants in purchasing replacement housing.

IV. SERVICES TO DISPLACED HOUSEHOLDS

a) Information

An Informational Statement will be distributed to all site occupants no later than the time of local approval of the Plan. The statement will:

1. Describe the Project and indicate its boundaries.
2. Describe the relocation services and aids to be available.
3. Indicate the availability of payments, types of payments, and the general eligibility requirements for payment.
4. State the location and hours of the Relocation Service Site Office.

b) Relocation Survey

As soon as possible after approval of the Plan, but well in advance of property acquisition, the Relocation Staff shall interview all families and individuals who will be displaced to obtain information upon which to plan for housing and other accommodations, as well as counseling needs. The nature and extent of assistance and payments shall be carefully explained and fully discussed with each person. All area residents shall be advised and encouraged to visit the Site Office for information and assistance. The Authority shall prepare and maintain an accurate relocation record for each project resident to be displaced. The record shall contain a description of the pertinent characteristics of those persons to be displaced and the assistance deemed to be necessary.

c) Direct Services

1. Thorough discussion of all housing resources, including public, private, and sales housing (with references to listings of HUD and VA-acquired properties).

2. Involvement of the household in developing a relocation plan consistent with expressed needs and preferences.
3. Assistance with all necessary applications for public housing, Federal rent subsidy, moderate-income housing, and all procedures related to home purchase and securing of mortgage financing.
4. Assistance in securing listings for private rental units which are appropriate in size, cost, and location.
5. Assistance with any matter relating to social, financial, health or other needs, including when appropriate, access through referral to another helping agency for special assistance.
6. Inspection of all relocation housing to determine if it meets relocation standards, and if substandard, assistance in bringing the unit up to code standards, or assistance in locating another unit.
7. Assistance in securing all payment benefits for which families and individuals are eligible.

d) Additional State or Local Relocation Requirements

1. Chapter 790 of the Acts of 1965 of the Commonwealth of Massachusetts created a Bureau of Relocation now within the State Department of Community Affairs. The Bureau is empowered to qualify an agency to undertake relocation and to review and approve relocation plans prior to a public taking. The Authority will submit its relocation program to the Bureau.
2. Section 88 of Chapter 79 of the General Laws, as amended, provides that no person in possession of property which has been taken shall be required to vacate the site until four months after notice of taking has been given to him. The Authority shall follow the requirement, and shall inform each site occupant of his rights to tenancy for four months after notice of acquisition.

V. HARDSHIP ACQUISITION

Where the Authority, in its own discretion, shall determine that there is a bona fide hardship in the case of any resident or business to be taken within the project area, the Authority, with the approval of the developer, shall arrange for the early acquisition of said resident's or business' property. The Authority shall, where necessary, require any developer to provide the funds necessary for such early acquisition in advance of such time as such funds would otherwise be required under the provisions of any land disposition agreement or other agreement with said developer.

VI. EVICTIION POLICY

Every effort shall be made to avoid eviction by a private landlord. Agency relocation records must be documented to reflect the specific circumstances surrounding the eviction from agency-acquired property, and no eviction may occur prior to review and approval of the Authority. Eviction shall be permissible only as a last resort and shall be undertaken only for one or more of the following reasons:

- a) The occupant of agency-acquired property fails to pay rent, except in those cases where the failure to pay rent is based upon negligence in keeping the premises in habitable condition.
- b) Maintenance of a nuisance or use of the premises for illegal purposes.
- c) A material breach of the rental agreement.
- d) Refusal to consider a reasonable number of offers of accommodations meeting HUD-approved relocation standards.
- e) Continuous refusal to admit a relocation interviewer who attempts to provide assistance and who visits the claimant at reasonably convenient times, and has wherever possible given notice of his intention to visit the person to be displaced.
- f) Evictions required by State or local law which cannot be avoided by the local agency.

FAMILY RELOCATION REPORT

A preliminary survey was made of the 24 residential units in Phase One of the Park Plaza Project Area. Fifteen families were contacted (including two who were vacating soon and refused interviews).

The majority are comprised of individuals living alone (10), or in joint households (21 persons residing in 8 units). There were only six families, each comprised of two persons.

Of the 24 occupied units, 23 are tenant households. All but two of these tenants reside in three multi-unit buildings (two on Stuart Street and one on Carver Street). The average apartment size is 3.5 rooms; the average rental is \$181, including heat; and the average length of residency is 1.5 years. Only one homeowner resides in the project area.

Occupations include the professional, student, and workers in area establishments. The average individual monthly income is \$959. None of those surveyed appear eligible for publicly-assisted housing.

In all, four households had definite plans to vacate (based on personal reasons), and several others were uncertain about their personal plans. Given the long range nature of the proposed project, and the rather frequent turnover of units, housing preferences were therefore somewhat speculative. The majority preferred to remain tenants in the general downtown area. Interest was expressed in a variety of resources—the Beacon Hill area, Bay Village, the new moderate-income Tai Tung Village (now under construction), and the new high-rise Harbor Towers on the Waterfront.

Considering the relatively high turnover in these areas, the priority given to eligible displaced applicants to FHA-assisted housing such as Tai Tung Village and the New Pike Towers, and the long-range nature of the project execution, it can be reasonably assumed that housing resources fitting the expressed needs and preferences of the project area can be located.

A preference for sales housing was indicated by two households. Based upon their present income and assets, together with relocation payments which may become available, this also appears feasible.